

February 18, 2003

*2002-364-C*

IN RE: DOCKET NO. ~~2003-51-C~~ – **TOUCHTONE COMMUNICATIONS, INC.** – Application for A Certificate of Public Convenience and & Necessity for Authority to Operate as a Reseller of Interexchange Telecommunications

**COPY OF TESTIMONY OF GARY GLODEK ON BEHALF OF TOUCHTONE COMMUNICATIONS, INC. HAS BEEN DISTRIBUTED TO THE FOLLOWING:**

\_\_\_\_\_  
D. Lacoste

\_\_\_\_\_  
Legal

\_\_\_\_\_  
P. Riley

\_\_\_\_\_  
Exec. Asst.

\_\_\_\_\_  
Exec. Director

\_\_\_\_\_  
Manager, Utils Dept.

\_\_\_\_\_  
Audit (1)

\_\_\_\_\_  
Commissioners (7)

pao

LSL & Flew  
Brew DUB  
CF

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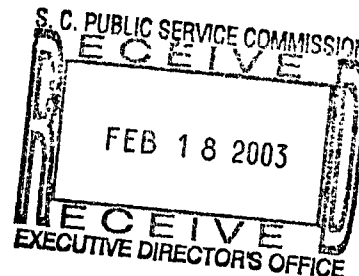
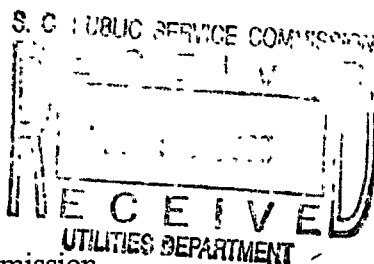
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February 13, 2003

**VIA OVERNIGHT DELIVERY**

Mr. Gary Walsh  
Executive Director  
South Carolina Public Service Commission  
101 Executive Center Drive  
Columbia, South Carolina 29210



Re: Touchtone Communications Inc.  
Docket No. 2002-364-C

Dear Mr. Walsh:

Pursuant to Order No. 2003-51 in the above-referenced docket, enclosed please find for filing an original and twenty-five (25) copies of the company's pre-filed testimony. The company does not intend to engage in telemarketing in the State of South Carolina.

I have enclosed an extra copy of this letter to be date-stamped and returned to me in the self-addressed, postage prepaid envelope I have provided.

If you have any questions or if I may provide you with any additional information, please do not hesitate to contact me. Thank you.

Respectfully submitted,

A handwritten signature in cursive script that reads "Charlotte Lacey".

Charlotte Lacey  
Legal Assistant to Lance J.M. Steinhart  
Attorney for Touchtone Communications Inc.

Enclosures

cc: Marcello Anzalone (w/enc)

Scott Elliott, Esq. (w/enc)  
Elliott & Elliott, P.A.  
721 Olive Street  
Columbia, SC 29205



BEFORE THE  
PUBLIC SERVICE COMMISSION OF  
SOUTH CAROLINA

DOCKET NO. 2002-364-C - ORDER NO. 2003-51

PAID  
2/25/03  
pan

S. C. PUBLIC SERVICE COMMISSION  
RECEIVED  
FEB 18 2003  
RECEIVE  
EXECUTIVE DIRECTOR'S OFFICE

IN RE: APPLICATION OF )  
TOUCHTONE COMMUNICATIONS INC. )  
AUTHORITY TO OPERATE AS A )  
RESELLER OF INTEREXCHANGE )  
TELECOMMUNICATION SERVICES )  
WITHIN THE STATE OF )  
SOUTH CAROLINA )

DIRECT TESTIMONY  
OF GARY GLODEK

S. C. PUBLIC SERVICE COMMISSION  
RECEIVED  
UTILITIES DEPARTMENT

I. Introduction

- 1     1.     Q.     Please state your name and business address.
- 2             A.     My name is Gary Glodek. My business address is 16 South Jefferson Road,
- 3                     Whippany, New Jersey 07981.
- 4     2.     Q.     By whom are you employed and in what capacity?
- 5             A.     I am Director, Retail Operations of Touchtone Communications Inc. ("TTCI").
- 6     3.     Q.     Please give a brief description of your background and experience in business
- 7                     and telecommunications.
- 8             A.     My background and experience, as well as other members of the management team
- 9                     of TTCI, is set forth in Attachment 4 to our application.
- 10

Service = OK  
due date = OK  
pan

A. The purpose of my testimony is to describe the nature of TTCL's proposed service offering within the State of South Carolina, and to demonstrate its financial, managerial, and technical ability to provide the telecommunications services for which authority is sought herein.

A. Yes. I wish to incorporate by reference the underlying Application filed in this proceeding and its associated attachments.

6. **Q. Has TTCI registered to do business in South Carolina?**

A. Yes. TTCI is a Delaware Corporation that has received authorization to transact business within the State of South Carolina. A copy of TTCI's Certificate of Incorporation is attached to the Application as Attachment "1" and a copy of the document of authorization from the State of South Carolina is attached to that Application as Attachment "2".

7. **Q. Please describe the services TTCI intends to provide within the State of South Carolina.**

A. TTCI seeks authority to operate as a reseller of intraLATA and interLATA intrastate telecommunications services to the public on a statewide basis. TTCI seeks authority to offer on a resale basis within South Carolina intrastate, interLATA and, to the extent authorized by the Commission, intraLATA direct-dialed services including (1+) service, flat rate service, 800 inbound service and travel cards. TTCI seeks statewide authority to provide intraLATA services authorized by the Commission in Docket Nos. 92-182-C, 92-183-C, and 92-200-C. TTCI has no plans at this time to construct any telecommunications transmission facilities of its own in South Carolina and seeks no construction authority. TTCI will arrange for the traffic of underlying subscribers to be routed directly over the networks of Applicant's network providers.

8. **Q. What carrier will TTCI utilize as its underlying carriers for services in South Carolina?**

A. TTCI intends to utilize Qwest and Global Crossing as its underlying carriers. TTCI will choose its underlying carriers based upon the quality of service of the carrier properly certified by the Commission to provide such service.

1     9.     **Q.     Does TTCI currently provide intrastate telecommunications services in any**  
2                 **other state?**

3             A.     Yes. TTCI is currently authorized to provide these services in the following states:  
4                 Alabama, Arkansas, Connecticut, District of Columbia, Florida, Georgia, Kentucky,  
5                 Maine, Maryland, Massachusetts, Michigan, Missouri, Nevada, New Hampshire,  
6                 New Jersey, New York, North Carolina, Ohio, Pennsylvania, Tennessee, Texas,  
7                 Virginia and Wisconsin.

8     10.    **Q.     Has TTCI ever had an application for a certificate of public convenience and**  
9                 **necessity denied?**

10            A.     No.

11    11.    **Q.     Does TTCI intend to file a tariff with the Commission?**

12            A.     Yes. TTCI filed a tariff along with its Application in this proceeding which it will  
13                 modify as necessary in order to meet the Commission's requirements. We believe  
14                 TTCI's Tariff will comport with all Orders, Rules, and Regulations of the  
15                 Commission.

16    12.    **Q.     Will TTCI comply with the Commission's orders regarding the resale of**  
17                 **interexchange carrier services?**

18            A.     Yes. TTCI will at all times provide and market interexchange carrier services in  
19                 accordance with current Commission policies. In addition, TTCI at all times will  
20                 provide interstate services in compliance with all FCC rules and regulations.  
21

13. **Q. Has TTCI provided any intrastate telecommunications services within the State of South Carolina?**

A. No it has not.

14. **Q. What rates will TTCI charge upon receipt of certification?**

A. TTCI will charge the tariffed rates approved by the Commission.

15. **Q. How will TTCI market services in South Carolina?**

A. TTCI intends to market its services via direct sales by TTCI's employees and independent sales agents.

### III. Managerial, Technical and Financial Qualifications

16. **Q. Does TTCI have sufficient managerial, technical, and financial resources and ability to provide the telecommunications services proposed in its Application?**

A. Yes. TTCI has sufficient technical, financial, and managerial resources and ability to provide the telecommunications services for which authority is sought herein. TTCI's personnel represent a broad spectrum of business and technical disciplines, possessing many years of individual and aggregate telecommunications experience.

My qualifications and experience are discussed on Attachment 4 to our application, which attachment also supports Applicant's managerial and technical ability to provide the services for which authority is sought herein.

17. **Q. How does TTCI handle customer service requests?**

A. TTCI's customer service department handles all such requests. TTCI can be reached by toll free number.

18. **Q. Please describe the financial condition of TTCI.**

A. In support of TTCI's financial ability to provide the services sought herein, TTCI's Balance Sheet as of August 31, 2002 and the Income Statement for the period ending August 31, 2002 was submitted as Attachment 5 to the Application.

#### IV. Public Interest

19. **Q. How will residents of South Carolina benefit from TTCI's services and presence in South Carolina?**

A. Commission approval should bring the following long-term benefits to telephone users:

- (1) More competition, additional services and a better product at competitive prices;
- (2) Increased consumer choice as well as innovative telecommunications services;
- (3) Efficient use of existing communications resources as well as increased diversification and reliability of supply of communications services;
- (4) Development of an expanded telecommunications supply industry in South Carolina;



(5) An expanded tax base and revenue source for the State of South Carolina;  
and,

(6) Additional sources of revenues for Local Exchange Companies through  
access charges and billing and collection fees.

20. Q. **Has the Company ever been the subject of an investigation by any state  
Regulatory body or by the FCC?**

A. No.

21. Q. **Will the Company agree to abide by and comply with the Commissions  
Rules and Regulations and Commission Orders in its operations in South  
Carolina?**

A. Yes.

22. Q. **Does this conclude your testimony?**

A. Yes. I would like to thank the Commission for this opportunity to provide  
information relevant to TTCT's Application and am ready to provide any additional  
information that the Commission may need in making its decision.